



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Director's Office Administrative Support Specialist

Job Code Title

Administrative Assistant V

Pay Band

3e

Job Code Number

436113

Director's Office

Executive Office

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of four work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development; and the Executive Office. The Executive Office includes the administrative support staff, fiscal administrator, public relations, and taxpayer assistance and public outreach.

Job Responsibilities

The Administrative Support Specialist provides administrative support services as well as a range of specialized services in support of the Director's Office operations and programs. The incumbent supports ongoing office operations and activities including reception, business communications, supplies, equipment maintenance, event coordination, travel arrangements, and distribution of mail. The position reports to the Director's Office Management Officer and does not directly supervise other staff.

• Administrative Services 50%

1. Provides customer service to office staff, agency representatives, members of the public, and other visitors to ensure courteous and efficient responses to inquiries and requests for assistance. Researches and compiles general program information; ensures consistent messaging on policies, procedures, and statutes; and coordinates with other program staff and managers as necessary to respond to unusual or specialized requests.
2. Writes, transcribes, and edits a variety of memoranda, correspondence, informational materials, and other documents to ensure accuracy and completeness of language and format. Prepares routine communications as well as technical materials, formal reports, mass mailings, and other specialized documents. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
3. Compiles and produces statistical and narrative reports, spreadsheets, and other technical documents to provide accurate, complete, and accessible references. This typically involves the application of specialized word processing and spreadsheet functions (tables, columns, graphs, formulas), formats, and production specifications.
4. Establishes and maintains electronic and manual records systems to ensure the accuracy, accessibility, and security of information by compiling and storing relevant data. Establishes new databases or files, maintains data with current information, and provides records as requested. Coordinates records retention and disposal procedures to ensure compliance with requirements.

5. Develops and maintains various forms, templates, references, and other documents to provide complete and concise tools for recording, tracking, and reporting operational and program information. This may include receiving, reviewing, and compiling standardized forms such as surveys, applications, orders, online requests, and others.
 6. Coordinates meetings, conferences, training sessions, and other events to organize and confirm locations, schedules, presenters, equipment/materials, accommodations, and other logistics. Coordinates with program managers and staff, vendors, presenters, program cooperators, community members, and others to coordinate event proceedings (registration, information, assistance, room configurations).
 7. Manages office supply and equipment inventories by identifying needs, preparing supply orders, and maintaining supplies according to established purchasing and requisition policies and procedures. Continually monitors office inventories, identifies immediate needs and anticipates future needs, orders necessary supplies and equipment, and tracks purchasing records to ensure the timely delivery of supplies.
- **Office and Program Coordination and Support 40%**
 1. Maintains technical aspects of the department's Intranet and Internet websites by updating web pages, document postings, and troubleshoots issues with web pages, links, etc.
 2. Manages conference room schedules to ensure maximum use of these resources by resolving conflicting requests by suggesting alternative scheduling or locating alternate meeting sites.
 - **Other Duties as Assigned 10%**
 1. Performs a variety of other duties as assigned by supervisors.
 2. One of these positions may be assigned lead responsibilities in the absence of the lead worker or the Management Officer.

Job Requirements

To perform successfully as an administrative support specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that the incumbent has the ability to concentrate in the face of multiple distractions. Skills in multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; mathematics; providing timely and effective written, verbal, and interpersonal communication; identifying and resolving clerical errors; active listening, critical thinking, and problem sensitivity; customer service; conflict resolution; reviewing technical and legal documents; compiling and analyzing data from multiple sources; following written and oral directions and instructions; researching data to identify and resolve a wide variety of problems and issues; and word processing, spreadsheet, and database applications are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of clerical processes, office operations, business communications, records management, and customer service standards.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma or GED and two years of job-related work experience.
 - Work experience should be made up of office or retail support services. Experience must include proficiency with standard office software applications (word processing, spreadsheet, database).
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.

- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. There are cyclical periods of high stress working under pressure of critical projects with hard deadlines. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. The incumbent may spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Dan Bucks, Director

Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____